

May 2010

DSHS is Using a New Client Identifier

Phase 1 implementation: May 9, 2010

The Department of Social and Health Services has implemented a new payment processing system called ProviderOne. With the implementation of

ProviderOne, the Department replaced the old Personal Identification Code (PIC) with a system-generated ProviderOne client ID number. All Medicaid and General Assistance-Unemployable (GAU) clients are assigned a ProviderOne client ID number – regardless of their current eligibility status.

Access the PIC-to-Client ID Crosswalk at:
<https://fortress.wa.gov/dshs/npicaphrsa>

Providers must use the ProviderOne client ID number to confirm eligibility for clients and bill claims in ProviderOne. The ProviderOne client ID number is printed on the client's plastic "Services Card" that has replaced the paper Medical Assistance ID. (See *Client Services Card will Replace MAID* at <http://hrsa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm> .)

We have developed a Client ID Crosswalk to help providers map a client's former PIC to the new ProviderOne client ID number.

How do I use the Client ID Crosswalk?

You can download a client crosswalk file of the old PIC to the new ProviderOne client IDs your organization has billed us and been paid for in the last two years. If you use multiple Medicaid billing numbers to bill the Department, you will need to query the crosswalk multiple times – once for each billing number.

- **Client ID crosswalk:** <https://fortress.wa.gov/dshs/npicaphrsa>

To log in to the Client ID Crosswalk, providers will need to enter their DSHS 7-digit provider Medicaid ID (MMIS number) and federal Tax Identification Number. They can then select the "ProviderOne Crosswalk Data" option to see all PICs connected to their tax ID and the corresponding ProviderOne Client ID numbers. The information is exportable to Excel in three formats: CSV, XLS and XLSX.

How much data is in the Crosswalk?

The client crosswalk file has old PIC to new ProviderOne client ID information for any client your organization has billed us and been paid for in the last two years. The crosswalk is refreshed monthly to include new clients. The ProviderOne client IDs in the crosswalk are final; they will not change.

Who has access to the Crosswalk?

All billing providers who have a Medicaid billing number with the Department, as well as Managed Care Organizations and Regional Support Networks, have access to the crosswalk.

Can I bill with the PIC in ProviderOne?

No. ProviderOne cannot recognize the PIC. **All claims and encounters using the PIC in ProviderOne will be denied.**

How do I bill if P1PR010 - 5/10

You will need to update claims to be submitted to ProviderOne with the ProviderOne
Visit our website <http://hrsa.dshs.wa.gov/ProviderOne/providers.htm>

I only have a PIC?

client ID number. You can use our crosswalk tool (explained above) to find your clients' ID numbers: <https://fortress.wa.gov/dshs/npicaphrsa>

You can access the ProviderOne clients IDs several other ways, too:

- ProviderOne Services Card presented by a client.
- Direct data inquiry in ProviderOne, matching for client name, birth date or Social Security Number. This inquiry is very similar to the inquiry in WAMedWeb.
- HIPAA single or batch file inquiries in ProviderOne (270/271).
- Enrollment Roster (834).
- It will show on most ProviderOne client correspondence in the bottom left corner.

Please note that **you cannot get the client ID number from our IVR** (interactive voice response) phone line.

What about adjustments?

Effective May 9, 2010, ALL claim submissions – including adjustments – must use the ProviderOne client ID number, regardless of when the service was performed.

Recoveries on previously paid claims also will reference the ProviderOne client ID.

What is different about the ProviderOne client ID?

The ProviderOne client ID number will follow a client for life. In the past, the PIC changed for a client when personal information changed – like a name change or correction to the date of birth.

New ProviderOne ID Number	Old PIC
New ProviderOne Client ID – system-assigned, static, 9-digit numeric identifier followed by the letters “WA”	Personal Identification Code (PIC) – 14-digit client identifier used in MMIS
Contains no confidential client information	Contained client’s initials, date of birth and last name
ProviderOne Client ID does not change	PIC changed when client’s name changed

Will Medicare crossovers still have the PIC?

Medicare claims will cross over from the intermediary with the ProviderOne client ID number.

How do I modify my HIPAA batch file format?

For HIPAA batch file transactions, the file record layout is limited to nine digits followed by “WA.” For more file layout information, please refer to the HIPAA Companion Guides at <http://hrsa.dshs.wa.gov/dshshipaa>. (You will need to select the correct Companion Guide for your transaction type.)

The Department suggests creating a new field for the ProviderOne client ID number so that you can retain the PIC in your records.

For more information about ProviderOne, please visit our Web site at <http://hrsa.dshs.wa.gov/ProviderOne/providers.htm>. Also, sign up for our email list for notifications at http://listserv.wa.gov/archives/providerone_provider_readiness.html. Be sure to add e-mail addresses that end in @dshs.wa.gov to your safe senders list.